

User Guide

DSL-N12E_C1

300Mbps Wi-Fi ADSL Modem Router



ASUS[®]
IN SEARCH OF INCREDIBLE

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1 A quick look

Package contents

- ☑ ADSL WiFi modem router
- ☑ Network cable
- ☑ AC adapter
- ☑ Phone cable
- ☑ Quick Start Guide
- ☑ Support CD (User Manual/utilities)
- ☑ Splitter (varies with regions)



-
- If any of the items is damaged or missing, contact ASUS for technical inquiries and support. Refer to the ASUS Support Hotline list at the back of this user manual.
 - Keep the original packaging material in case you would need future warranty services such as repair or replacement.
-

Your ADSL router

TOP features



-
- | | |
|----------|--|
| 1 | Power LED
Off: No power.
On: Device is ready.
Flashing slowly: Rescue mode
Flashing quickly: WPS in progress / Restore to default settings. |
| <hr/> | |
| 2 | ADSL LED
Off: No ADSL link or unable to establish ADSL link.
Flashing: ADSL is initializing / waiting for initializing.
On: ADSL link is established. |
| <hr/> | |
| 3 | Internet LED
Off: No Internet connection.
Flashing: Transmitting or receiving data.
On: Internet connection is established. |
-

4

Wireless LED**Off:** No wireless signal.**On:** Wireless system is ready.**Flashing:** Transmitting or receiving data via wireless connection.

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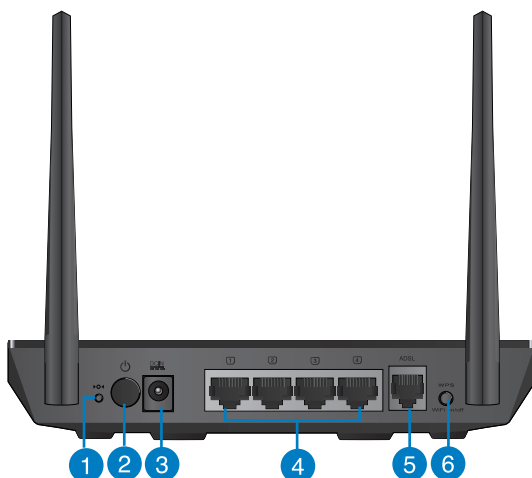
LAN LED**Off:** No power or no physical connection**On:** Has physical connection to an Ethernet network**Flashing:** Transmitting or receiving data (through Ethernet cable)

- Use only the power adapter that came with your package. Using other adapters may damage the device.

- **Specifications:**

DC Power adapter	DC Output: +12V with max 1.0A current;		
Operating Temperature	0~40°C	Storage	0~70°C
Operating Humidity	50~90%	Storage	20~90%

Rear features



-
- 1 Reset button**
This button resets or restores the system to its factory default settings.
 - 2 Power switch**
Press to power on or off the system.
 - 3 Power (DC-In) port**
Insert the bundled AC adapter into this port and connect your router to a power source.
 - 4 LAN 1 ~ 4 ports**
Connect network cables into these ports to establish LAN connection.
 - 5 DSL port**
Connect to a splitter or to a telephone outlet via an RJ-11 cable.
 - 6 WPS button***
This button launches the WPS Wizard.
* WPS button can work as a WiFi button by configuring from **Advanced Settings > Administration** page.
-

2 Creating your network

Positioning your router

To get the best wireless network performance from your wireless router, follow the recommendations below:

- Place the wireless router at the center of your network for maximum wireless coverage.
- Keep the device away from metal obstructions and away from direct sunlight.
- Keep the device away from 802.11g or 20MHz only Wi-Fi devices, 2.4GHz computer peripherals, Bluetooth devices, cordless phones, transformers, heavy-duty motors, fluorescent lights, microwave ovens, refrigerators, and other industrial equipment to prevent signal interference or loss.



What you need

To set up your network, you need one or two computers that meet the following system requirements:

- Ethernet RJ-45 (LAN) port (10Base-T/100Base-TX)
- IEEE 802.11b/g/n wireless capability
- An installed TCP/IP service
- Web browser such as Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome



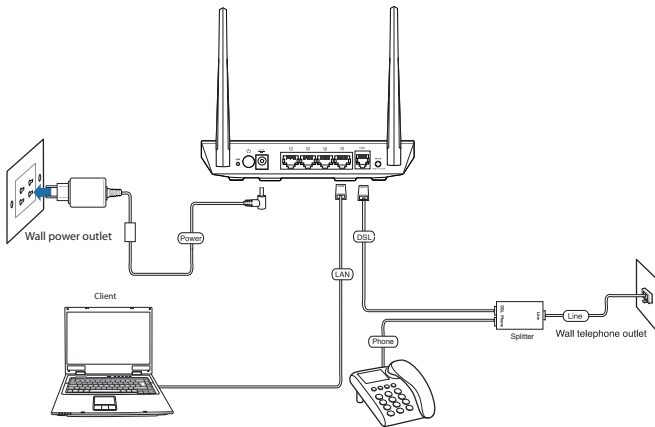
-
- If your computer does not have built-in wireless capabilities, install an IEEE 802.11b/g/n WLAN adapter to your computer to connect to the network.
 - The Ethernet RJ-45 cables used to connect the network devices should not exceed 100 meters.
-

Connecting your devices



- Use a wired connection when setting up your wireless router to avoid possible wireless setup issues.
- Before setting up your ASUS wireless router, do the following:
 - If you are replacing an existing router, disconnect it from your network.
 - Disconnect the cables/wires from your existing modem. If your modem has a backup battery, remove it as well.
 - Reboot your computer (recommended).

Wired connection



To set up your ADSL router using a wired connection:

1. Insert the splitter's line connector to the phone outlet and connect your phone into the phone port.
2. Using the bundled phone cable, connect your DSL-N12E_C1's ADSL port to the splitter's DSL port.
3. Using the bundled network cable, connect your computer to the ADSL router's LAN port.

Before you proceed

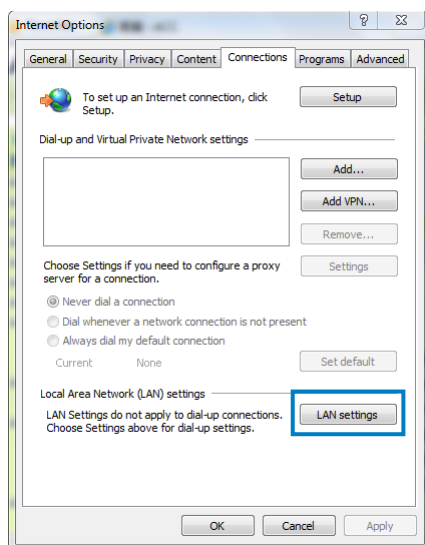


Before configuring your wireless router, apply the steps described in this section to each computer on the network to avoid problems connecting to the wireless network.

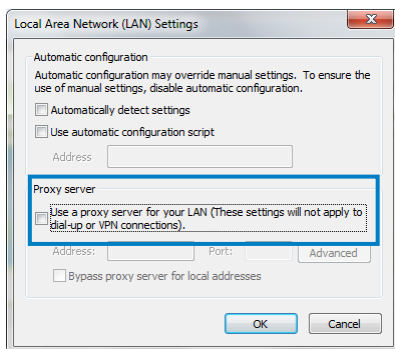
A. Disable any configured proxy servers.

Windows® 7

1. Click **Start > Internet Explorer**.
2. Click **Tools > Internet options > Connections tab > LAN settings**.

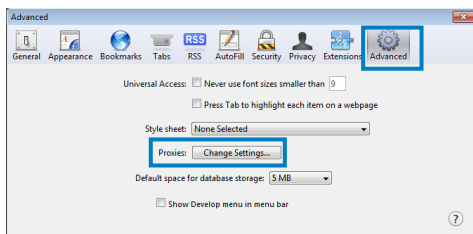


- From the Local Area Network (LAN) Settings window, uncheck **Use a proxy server for your LAN**.
- Click **OK** then **Apply**.

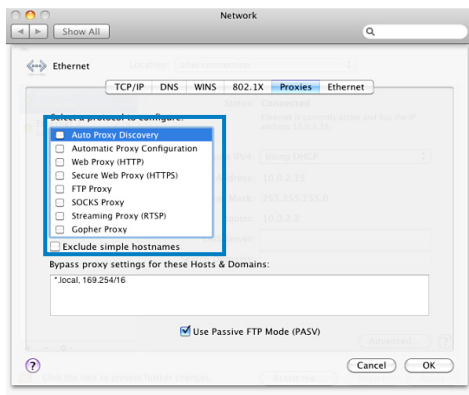


MAC OSX

- From your **Apple Safari** browser, click **Safari > Preferences > Advanced**. On the **Proxies** item, click **Change Settings...**



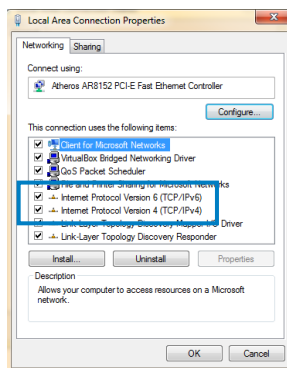
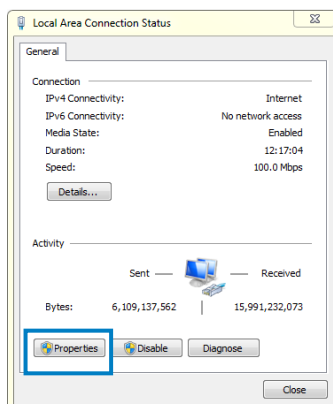
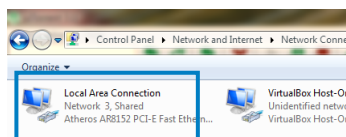
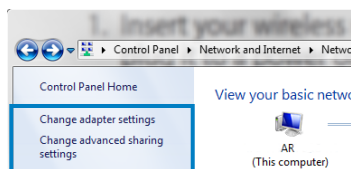
- From the **Network** screen, uncheck **FTP Proxy** and **Web Proxy (HTTP)**.
- Click **OK** then **Apply**.



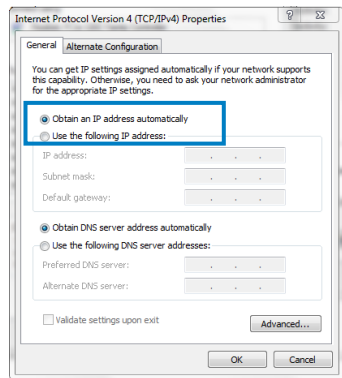
B. Configure TCP/IP settings to automatically obtain an IP address.

Windows® 7

1. Click **Start > Control Panel > Network and Internet > Network and Sharing Center > Change adapter settings**.
2. On the Network Connections window, click on **Local Area Connection**.
3. On the Local Area Connection Network Status window, click **Properties**.
4. Select Internet Protocol Version 4 (TCP/IPv4) or Internet Protocol Version 6 (TCP/IPv6), then click **Properties**.



6. Tick **Obtain an IP address automatically**.
7. Click **OK**.

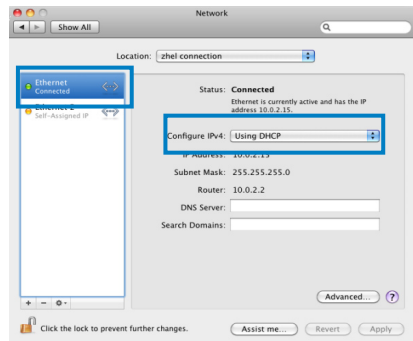


MAC OSX

1. Click **Apple Menu**
>**System Preferences** >
Network



2. Click **Ethernet** on the left panel.
3. On the Configure IPv4, item select **Using DHCP**.
4. Click **Apply**.



Setting up your ADSL router

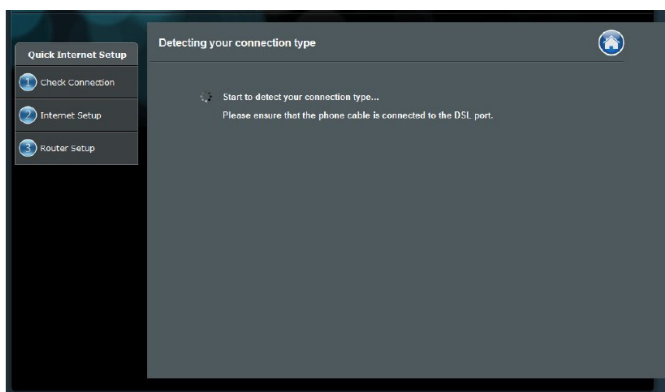
1. Ensure that the ADSL LED on the DSL-N12E_C1 front panel is on and not flashing or off.



2. Launch your web browser. The QIS (Quick Install Setup) web page appears automatically and starts detecting your connection type.



If the QIS web page does not appear after you launched your web browser, disable the proxy settings on your web browser.



3 Network configuration using the web GUI

Logging in to the web GUI (Graphical User Interface)

Your ASUS Wireless Router uses a web-based user interface that allows you to configure the router using any web browser such as Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome.

To log in to the web GUI:

1. Launch your web browser and manually key in the wireless router's default IP address: **192.168.1.1** or default domain name: **<http://router.asus.com>**.
2. On the login page, key in the default user name (**admin**) and password (**admin**).



3. The wireless router GUI provides access to various configuration settings.

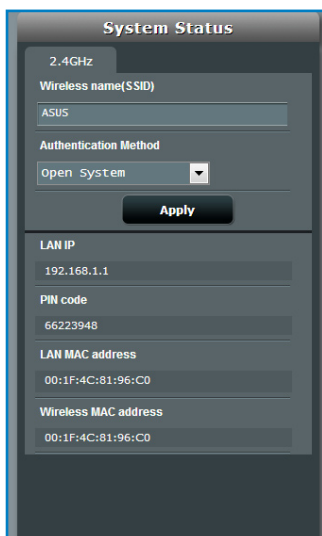


Setting up the wireless security settings

To protect your wireless network from unauthorized access, you need to configure its security settings.

To set up the wireless security settings:

1. Key in <http://router.asus.com> or <http://192.168.1.1> on your web browser.
2. On the login screen, key in the default user name (**admin**) and password (**admin**), then click **OK**. The wireless router's web GUI launches.
3. On the Network Map screen, select the **System status** icon to display the wireless security settings such as SSID, security level, and encryption settings.



The screenshot displays the 'System Status' page of an ASUS wireless router's web interface. The page is divided into two main sections. The top section, titled '2.4GHz', contains fields for 'Wireless name(SSID)' with the value 'ASUS', 'Authentication Method' set to 'Open System' via a dropdown menu, and an 'Apply' button. The bottom section displays various network identifiers: 'LAN IP' (192.168.1.1), 'PIN code' (66223948), 'LAN MAC address' (00:1F:4C:81:96:C0), and 'Wireless MAC address' (00:1F:4C:81:96:C0).

System Status	
2.4GHz	
Wireless name(SSID)	ASUS
Authentication Method	Open System
Apply	
LAN IP	192.168.1.1
PIN code	66223948
LAN MAC address	00:1F:4C:81:96:C0
Wireless MAC address	00:1F:4C:81:96:C0

4. On the **Wireless name (SSID)** field, key in a unique name for your wireless network.
5. From the **Authentication Method** dropdown list, select the encryption method for your wireless network.



The IEEE 802.11n standard prohibits using High Throughput with WEP or WPA-TKIP as the unicast cipher. If you use these encryption methods, your data rate will drop to IEEE 802.11g 54Mbps connection.

6. Key in your security passkey.
7. Click **Apply** when done.

Managing your network clients

To manage your network clients:

1. Launch the wireless router's web GUI.
2. On the Network Map screen, select the **Client Status** icon to display information about your network clients.



Using the Traffic Manager

Managing QoS (Quality of Service) Bandwidth

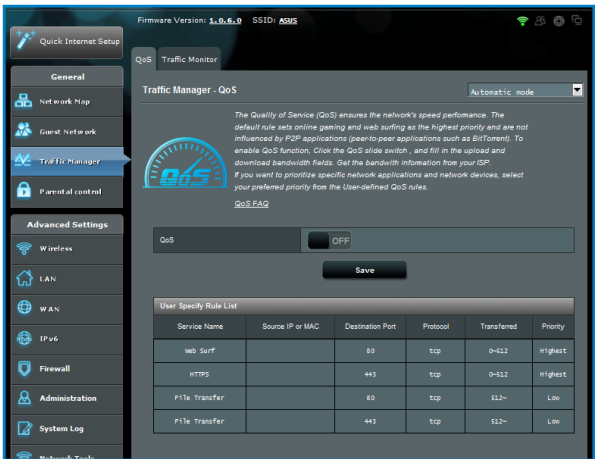
The Quality of Service (QoS) allows you to set the bandwidth priority and manage the network traffic.

To set up the bandwidth priority:

1. Launch the wireless router's web GUI.
2. On the Traffic Manager screen, select the **QoS** tab.
3. Click **ON** to enable the default rule and fill in the upload and download bandwidth fields.

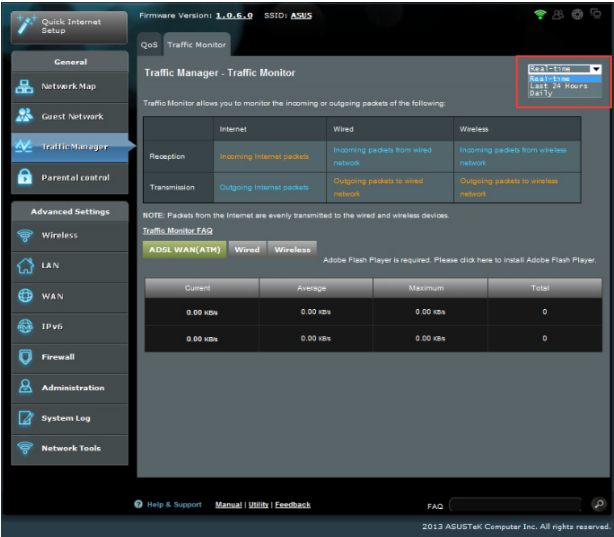


- Get the bandwidth information from your ISP.
- If you want to prioritize specific network applications and network devices, select your preferred priority from the User-defined QoS rules.



Monitoring Traffic

The traffic monitor function allows you to assess the bandwidth usage and speed of your Internet, LAN, Wired connections.



Configuring the Advanced settings

The Advanced Settings items allows you to configure the advanced features of your wireless router.

Setting up the DHCP Server

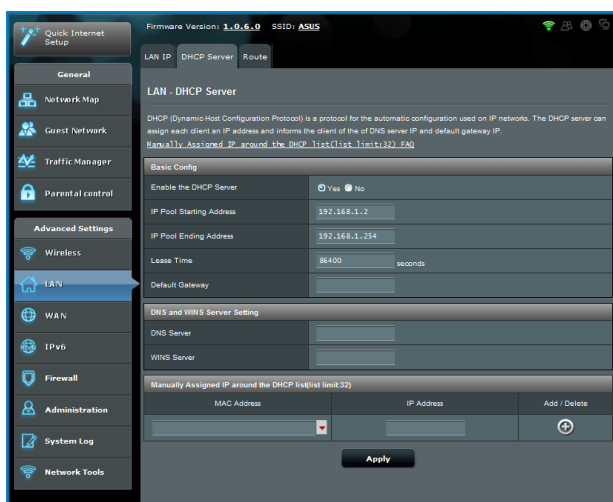
You may enable the **DHCP Server** function in your wireless router so your network clients can automatically obtain IP addresses from your wireless router.



The ASUS Wireless Router can support up to 253 IP addresses for your network.

To set up the DHCP server:

1. From the navigation panel, go to **Advanced Settings > LAN**.
2. Click **DHCP Server** tab.



3. In the **Enable the DHCP Server?** field, tick **Yes**.
4. In the **IP Pool Starting Address** field, key in the starting IP address.
5. In the **IP Pool Ending Address** field, key in the ending IP address.
6. In the **Lease Time** field, key in the time that the IP addresses expire and the wireless router automatically assigns new IP Addresses for the network clients.



-
- For the IP Pool Starting and Ending IP addresses, we recommend that you use:

IP address: 192.168.1.xxx
(xxx can be any number between 2 and 254)

- IP Pool Starting Address should not be greater than the IP Pool Ending Address.
-

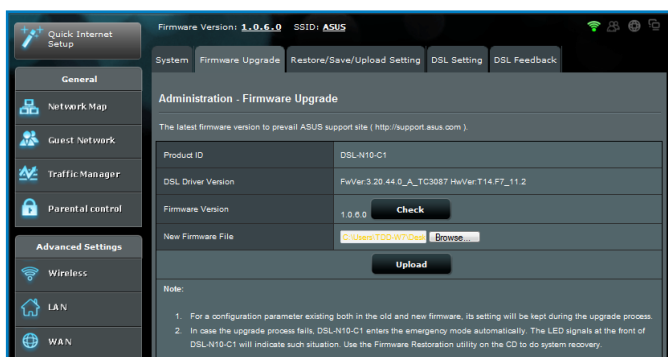
Upgrading the firmware



Download the latest firmware from the ASUS website at <http://support.asus.com>

To upgrade the firmware:

1. Click **Administration** from the navigation panel.
2. Click the **Firmware Upgrade** tab.
3. In the **New Firmware File** item, click **Browse**. Navigate to the downloaded firmware file.
4. Click **Upload**.

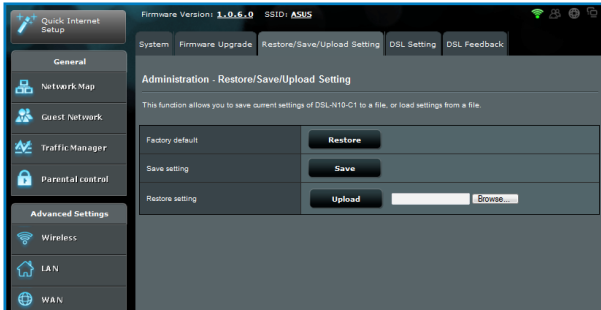


If the upgrade process fails, the wireless router automatically enters rescue mode and the power LED indicator on the front panel starts flashing slowly. To recover or restore the system, use the Firmware Restoration utility.

Restoring/Saving/Uploading settings

To restore/save/upload wireless router settings:

1. Click **Administration** on the navigation panel.
2. Click the **Restore/Save/Upload Setting** tab.



3. Select a task from the configuration options:
 - To restore to default factory settings, click **Restore**, and click **OK** once prompted.
 - To save the current system settings, click **Save**, navigate to the folder where you intend to save the file and click **Save**.
 - To restore from a saved system settings file, click **Browse** to locate your file, then click **Upload**.

4 Using the utilities



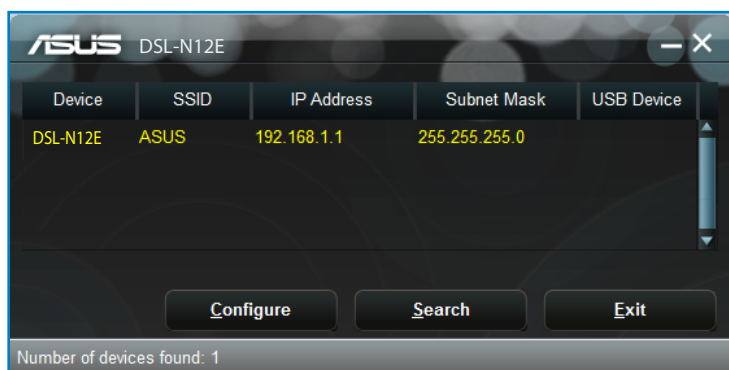
- Install the wireless router's utilities from the bundled support CD.
- If Autorun is disabled, run **setup.exe** from the root directory of the support CD.

Device Discovery

Device Discovery is an ASUS WLAN utility that detects any ASUS wireless routers available on the wireless network and allows you to configure the device.

To launch the Device Discovery utility:

- Click **Start > All Programs > ASUS Utility > DSL-N12E_C1 Wireless Router > Device Discovery**.



When you set the router to Access Point mode, you need to use Device Discovery to get the router's IP address.

Firmware Restoration

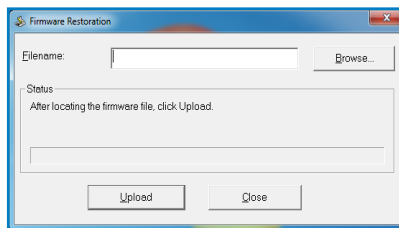
Firmware Restoration is used on an ASUS Wireless Router after a failed firmware upgrade. This utility uploads a firmware file to the wireless router. The process takes about three to four minutes.



Launch rescue mode before using the Firmware Restoration utility.

To launch rescue mode and use the Firmware Restoration utility:

1. Unplug the wireless router from its power source.
2. While holding down the Reset button at the back of the wireless router, plug the wireless router into a power source. Release the Reset button when the Power LED at the front panel begins to flash slowly, which indicates that the wireless router is in rescue mode.
3. Use the following to set up your TCP/IP settings:
IP address: 192.168.1.x
Subnet mask: 255.255.255.0
4. From your computer's desktop, click **Start > All Programs > ASUS Utility > DSL-N12E_C1 Wireless Router > Firmware Restoration.**



5. Click **Browse** to navigate to the firmware file, then click **Upload**.



The Firmware Restoration utility is not used to upgrade the firmware of a working ASUS Wireless Router. Normal firmware upgrades must be done through the web GUI. Refer to **Upgrading the firmware** for more details.

5 Troubleshooting



If you encounter problems that are not mentioned in this chapter, contact ASUS Technical Support.

Troubleshooting

I cannot access the router GUI for configuring the router.

- Delete the cookies and temporary files in your web browser. To do this in Internet Explorer 8:
 1. Launch your web browser, then click **Tools > Internet Options**.
 2. On the General tab, click **Delete** under Browsing history.
 3. Tick **Temporary Internet Files** and **Cookies**. Click **Delete**.



Instructions for deleting cookies and temporary Internet files vary with the web browser.

- Disable the proxy server settings, remove any dial-up connections, and set the TCP/IP settings to obtain IP addresses automatically. For more details, refer to the section **Before you proceed** in this user manual.

The client cannot establish a wireless connection with the router.

Out of Range:

- Place the router closer to the wireless client.
- Change the channel settings.

Authentication:

- Use a wired connection to connect to the router.
- Check the wireless security settings.
- Press the Reset button at the rear panel for more than five seconds.

Cannot find the router:

- Press the Reset button at the rear panel for more than five seconds.
- Check the settings in the wireless adapter such as SSID and encryption method.

Cannot access the Internet using a wireless LAN adapter.

- Place the router closer to the wireless client.
- Check whether the wireless adapter is connected to the correct wireless router.
- Check whether the wireless channel in use conforms to the channels available in your country/area.
- Check the encryption settings.
- Check if the ADSL connection is connected.
- Use a different Ethernet cable.

Internet is not accessible.

- Check the status indicators on the ADSL modem and the wireless router.
- Check if the ADSL LED on the wireless router is on. If the LED is off, switch Ethernet cables and try again.

The ADSL light is ON (steady and not blinking) and means Internet access is possible, but I still cannot browse the Internet.

- Restart your computer.
- Check if the Internet LED on the wireless router is on.
- Check the wireless encryption settings.
- Check if the computer can get an IP address (using both a wired or wireless connection).
- Check that your web browser is configured to use the local LAN and is not configured to use a proxy server.

If the ADSL light blinks continuously or stays off, Internet access is not possible - the Router is unable to establish a connection with the ADSL network.

- Ensure that all your cables are properly connected .
- Disconnect the power cord from the ADSL or cable modem, wait a few minutes, then reconnect the cord.
- If the ADSL light continues to blink or stays OFF, contact your Internet service provider.

Network name or encryption keys are forgotten.

- Set up a wired connection and reconfigure the wireless security settings.
- Press the Reset button at the rear panel of the wireless router for more than five seconds.

How do you restore the system to its default settings?

- Press the Reset button at the rear panel of the wireless router for more than five seconds.
- Refer to the section **Restoring/Saving/Uploading settings** of this user manual.

The following are the factory default settings:

User name:	admin
Password:	admin
Enable DHCP:	Yes
IP address:	192.168.1.1
Domain name:	(Blank)
Subnet Mask	255.255.255.0
DNS Server 1:	192.168.1.1
DNS Server 2:	(Blank)
SSID:	ASUS

ASUS DDNS Service

The ASUS DSL-N12E_C1 WiFi Modem Router supports the ASUS DDNS service. If you have registered for the ASUS DDNS service but need to exchange devices at the service center, inform the service center that you want to keep the original domain name and retain the DDNS service. Visit your local service center for more information.



- If there is no activity in the domain - such as reconfiguring the router or accessing the registered domain name - within 90 days, the system automatically deletes the registered information.
- If you encounter any problem or difficulty in using your device, contact the service center.

Frequently Asked Questions (FAQs)

1. Will the registered information be lost or registered by others?

If you have not updated the registered information in 90 days, the system automatically deletes the registered information and the domain name may be registered by others.

2. I did not register the ASUS DDNS for the router I bought six months ago. Can I still register it?

Yes, you can still register the ASUS DDNS service for your router. The DDNS service is embedded in your router, so you can register the ASUS DDNS service anytime. Before registering, click **Query** to check if the hostname has been registered or not. If the hostname is available, the system registers the hostname automatically.

3. I have registered a domain name before and it has been working well until my friends told me that they could not access my domain name.

Check the following:

1. Internet connection is available.
2. The DNS server is working properly.
3. The last time you updated the domain name.

If there are still problems in accessing your domain name, contact the service center.

4. Can I register two domain names so I can access my HTTP and FTP servers separately?

No, you cannot. You can only register one domain name for one router. You can use port mapping to implement both services and make them available from outside your local network.

5. After restarting the router, why is it that I see a different WAN IP address in MS-DOS and in the router configuration page?

This is normal. The interval time between the ISP DNS server and ASUS DDNS results in different WAN IPs in MS-DOS and in the router configuration page. Different ISPs may have different interval times for updating IP addresses.

6. Is the ASUS DDNS service free, or is it just a trial version?

The ASUS DDNS service is a free and embedded service in some ASUS routers. Check your ASUS router if it supports the ASUS DDNS service.

Appendices

Notices

ASUS Recycling/Takeback Services

ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components, as well as the packaging materials. Please go to <http://csr.asus.com/english/Takeback.htm> for the detailed recycling information in different regions.

REACH

Complying with the REACH (Registration, Evaluation, Authorisation, and Restriction of Chemicals) regulatory framework, we published the chemical substances in our products at ASUS REACH website at

<http://csr.asus.com/english/index.aspx>

Federal Communications Commission Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Prohibition of Co-location

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter

Safety Information

To maintain compliance with FCC's RF exposure guidelines, this equipment should be installed and operated with minimum distance 20cm between the radiator and your body. Use on the supplied antenna.

Declaration of Conformity for R&TTE directive 1999/5/EC

Essential requirements – Article 3

Protection requirements for health and safety – Article 3.1a

Testing for electric safety according to EN 60950-1 has been conducted. These are considered relevant and sufficient.

Protection requirements for electromagnetic compatibility – Article 3.1b

Testing for electromagnetic compatibility according to EN 301 489-1 and EN 301 489-17 has been conducted. These are considered relevant and sufficient.

Effective use of the radio spectrum – Article 3.2

Testing for radio test suites according to EN 300 328- 2 has been conducted. These are considered relevant and sufficient.

CE Mark Warning

This is a Class B product, in a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

Canada, Industry Canada (IC) Notices

This Class B digital apparatus complies with Canadian ICES-003 and RSS-210.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Radio Frequency (RF) Exposure Information

The radiated output power of the Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been evaluated for and shown compliant with the IC Specific Absorption Rate ("SAR") limits when installed in specific host products operated in portable exposure conditions (antennas are less than 20 centimeters of a person's body).

This device has been certified for use in Canada. Status of the listing in the Industry Canada's REL (Radio Equipment List) can be found at the following web address: <http://www.ic.gc.ca/app/sitt/reitel/srch/nwRdSrch.do?lang=eng>

Additional Canadian information on RF exposure also can be found at the following web: <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08792.html>

Canada, avis d'Industry Canada (IC)

Cet appareil numérique de classe B est conforme aux normes canadiennes ICES-003 et RSS-210.

Son fonctionnement est soumis aux deux conditions suivantes: (1) cet appareil ne doit pas causer d'interférence et (2) cet appareil doit accepter toute interférence, notamment les interférences qui

peuvent affecter son fonctionnement.

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CİZGİ Elektronik San. Tic. Ltd. Sti.

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Region	Country	Hotline Number	Service Hours
Europe	Cyprus	800-92491	09:00-13:00 ; 14:00-18:00 Mon-Fri
	France	0033-170949400	09:00-18:00 Mon-Fri
	Germany	0049-1805010920	09:00-18:00 Mon-Fri 10:00-17:00 Mon-Fri
		0049-1805010923	
		(component support) 0049-2102959911 (Fax)	
	Hungary	0036-15054561	09:00-17:30 Mon-Fri
	Italy	199-400089	09:00-13:00 ; 14:00-18:00 Mon-Fri
	Greece	00800-44142044	09:00-13:00 ; 14:00-18:00 Mon-Fri
	Austria	0043-820240513	09:00-18:00 Mon-Fri
	Netherlands/ Luxembourg	0031-591570290	09:00-17:00 Mon-Fri
	Belgium	0032-78150231	09:00-17:00 Mon-Fri
	Norway	0047-2316-2682	09:00-18:00 Mon-Fri
	Sweden	0046-858769407	09:00-18:00 Mon-Fri
	Finland	00358-969379690	10:00-19:00 Mon-Fri
	Denmark	0045-38322943	09:00-18:00 Mon-Fri
	Poland	0048-225718040	08:30-17:30 Mon-Fri
	Spain	0034-902889688	09:00-18:00 Mon-Fri
	Portugal	00351-707500310	09:00-18:00 Mon-Fri
	Slovak Republic	00421-232162621	08:00-17:00 Mon-Fri
	Czech Republic	00420-596766888	08:00-17:00 Mon-Fri
	Switzerland-German	0041-848111010	09:00-18:00 Mon-Fri
	Switzerland-French	0041-848111014	09:00-18:00 Mon-Fri
	Switzerland-Italian	0041-848111012	09:00-18:00 Mon-Fri
	United Kingdom	0044-8448008340	09:00-17:00 Mon-Fri
	Ireland	0035-31890719918	09:00-17:00 Mon-Fri
	Russia and CIS	008-800-100-ASUS	09:00-18:00 Mon-Fri
	Ukraine	0038-0445457727	09:00-18:00 Mon-Fri

Region	Country	Hotline Numbers	Service Hours
Asia-Pacific	Australia	1300-278788	09:00-18:00 Mon-Fri
	New Zealand	0800-278788	09:00-18:00 Mon-Fri
	Japan	0800-1232787	09:00-18:00 Mon-Fri
			09:00-17:00 Sat-Sun
		0081-473905630 (Non-Toll Free)	09:00-18:00 Mon-Fri 09:00-17:00 Sat-Sun
	Korea	0082-215666868	09:30-17:00 Mon-Fri
	Thailand	0066-24011717	09:00-18:00 Mon-Fri
		1800-8525201	
	Singapore	0065-64157917	11:00-19:00 Mon-Fri
		0065-67203835	11:00-19:00 Mon-Fri
		(Repair Status Only)	11:00-13:00 Sat
	Malaysia	0060-320535077	10:00-19:00 Mon-Fri
	Philippine	1800-18550163	09:00-18:00 Mon-Fri
	India	1800-2090365	09:00-18:00 Mon-Sat
	India(WL/NW)		09:00-21:00 Mon-Sun
Americas	Indonesia	0062-2129495000	09:30-17:00 Mon-Fri
		500128 (Local Only)	9:30 – 12:00 Sat
	Vietnam	1900-555581	08:00-12:00
			13:30-17:30 Mon-Sat
	Hong Kong	00852-35824770	10:00-19:00 Mon-Sat
	USA	1-812-282-2787	8:30-12:00 EST Mon-Fri
	Canada		9:00-18:00 EST Sat-Sun
	Mexico		08:00-20:00 CST Mon-Fri 08:00-15:00 CST Sat

Region	Country	Hotline Numbers	Service Hours
Middle East + Africa	Egypt	800-2787349	09:00-18:00 Sun-Thu
	Saudi Arabia	800-1212787	09:00-18:00 Sat-Wed
	UAE	00971-42958941	09:00-18:00 Sun-Thu
	Turkey	0090-2165243000	09:00-18:00 Mon-Fri
	South Africa	0861-278772	08:00-17:00 Mon-Fri
	Israel	*6557/00972-39142800	08:00-17:00 Sun-Thu
		*9770/00972-35598555	08:30-17:30 Sun-Thu
	Romania	0040-213301786	09:00-18:30 Mon-Fri
Balkan Countries	Bosnia Herzegovina	00387-33773163	09:00-17:00 Mon-Fri
	Bulgaria	00359-70014411	09:30-18:30 Mon-Fri
		00359-29889170	09:30-18:00 Mon-Fri
	Croatia	00385-16401111	09:00-17:00 Mon-Fri
	Montenegro	00382-20608251	09:00-17:00 Mon-Fri
	Serbia	00381-112070677	09:00-17:00 Mon-Fri
	Slovenia	00368-59045400	08:00-16:00 Mon-Fri
		00368-59045401	
	Estonia	00372-6671796	09:00-18:00 Mon-Fri
	Latvia	00371-67408838	09:00-18:00 Mon-Fri
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ASUS Contact information

ASUSTeK COMPUTER INC. (Asia Pacific)

Address 15 Li-Te Road, Peitou, Taipei, Taiwan 11259
Website www.asus.com.tw

Technical Support

Telephone +886228943447
Support Fax +886228907698
Online support support.asus.com

ASUS COMPUTER INTERNATIONAL (America)

Address 800 Corporate Way, Fremont, CA 94539, USA
Telephone +15107393777
Fax +15106084555
Website usa.asus.com
Online support support.asus.com

ASUS COMPUTER GmbH (Germany and Austria)

Address Harkort Str. 21-23, D-40880 Ratingen, Germany
Support Fax +49-2102-959931
Website asus.com/de
Online contact eu-rma.asus.com/sales

Technical Support

Telephone (Component) +49-2102-5789555
Telephone Germany
(System/Notebook/Eee/LCD) +49-2102-5789557
Telephone Austria
(System/Notebook/Eee/LCD) +43-820-240513
Support Fax +49-2102-959911
Online support support.asus.com

Manufacturer:	ASUSTeK Computer Inc. Tel: +886-2-2894-3447 Address: 4F, No. 150, LI-TE RD., PEITOU, TAIPEI 112, TAIWAN
Authorised representative in Europe:	ASUS Computer GmbH Address: HARKORT STR. 21-23, 40880 RATINGEN, GERMANY